How IT Teams Score Discovery and Dependency Mapping Vendors

and Where Faddom Fits In

A practical evaluation framework based on Gartner's "How to Successfully Choose an IT Dependency Mapping Tool"

You've probably already started comparing visibility or mapping solutions — maybe you've even built your own Excel sheet to track vendors based on factors like scalability, automation, and cost. This guide helps you validate and structure that process.

Based on Gartner's key criteria for choosing an IT Dependency Mapping tool, we're providing a ready-to-use Excel template you can download, customize, and use to score vendors against each other — helping your team make a confident, evidence-based decision.

What We've Learned from IT Evaluation Processes

Every IT team has its own version of a vendor scorecard — usually an internal spreadsheet rating solutions across technical and business dimensions. After reviewing dozens of these, common themes always appear:

- Security-First Thinking — "Does this product increase our attack surface?"
- Deployment Independence — "Can we test it quickly without deep setup?"
- Clarity of Value — "How soon will my team see something meaningful?"
- Scalability across Hybrid Environments — "Will it keep up without slowing down?"

These factors are consistent with Gartner's top 10 evaluation criteria — which you'll find summarized and structured in the next section.

Criteria	Faddom	Alternative #1	Alternative #2
Strategic fit How well the tool aligns with your CMDB, governance workflows, and business service modeling goals.	Agentless real-time applicaiton dependency mapping built for hybrid visibility and change management, integrating seamlessly with existing ITSM and governance processes with an extremly quick time to value and high ROI		
Tag & meta-tag management Ability to automatically ingest, synchronize, and maintain accurate tags across hybrid and ephemeral environments.	Supports intuitive tagging and grouping of applications and dependencies, though bulk metadata automation is limited compared to large suites.		
Coverage (protocols, cloud, containers) Breadth of discovery across on-prem, cloud, SaaS, and containerized workloads to ensure complete visibility.	Deep visibility across on-prem, VMware, Nutanix, Hyper-V, and major clouds; container coverage emerging.		
Accuracy, freshness & change-tracking Frequency and precision of updates to reflect real-time topology changes without false or stale links.	Near real-time discovery with automatic change detection every few minutes — highly accurate and low false positives.		
Scale & reliability Proven resilience under load, with high availability collectors and no performance degradation at enterprise scale.	Proven stable at enterprise scale with lightweight collectors that don't impact performance.		
Data model & CMDB fit Fidelity and structure of exported data when integrated with CMDBs or ITSM platforms without flattening relationships.	Clean export and OOTB integration with ServiceNow, CMDBs, and ITSM tools via open formats without data flattening.		
Integration & APIs Strength and maturity of APIs for bidirectional sync, event-driven updates, and compatibility with ITSM/AIOps ecosystems.	Open REST APIs and export capabilities enable smooth integration with ITSM, AIOps, and monitoring tools.		
Portability & exit Ease of exporting data in open, reusable formats to prevent vendor lock-in or data loss during migration.	100% data ownership with open exports (JSON, CSV), ensuring zero vendor lock-in.		
Security & compliance Adherence to least-privilege discovery, secure credential handling, and auditable access controls.	Agentless design with read-only access, full credential control, and alignment with enterprise security policies.		
Cost & TCO Transparency and predictability of pricing over time, avoiding hidden add-ons and ensuring scalable cost efficiency.	Predictable, transparent licensing model with rapid time-to-value and minimal maintenance overhead.		
BONUS! AI & automation Use of AI to enhance accuracy, automate anomaly detection, predict change impacts, and optimize mapping insights.	AI powered natural language interaction and auto detection of traffic anomalies		